

## Terms & Conditions of booking at Langstone Manor Holiday Park

**Before you make a booking with us please take time to read our terms & conditions, they apply to all members of the party in your booking.**

- **BOOKING**

A booking is only accepted and confirmed when you receive confirmation from Langstone Manor Holiday Park. If the details are incorrect or if you do not receive a confirmation within 10 days please contact us. Bookings are not transferable.

- **DEPOSITS, BALANCES AND CANCELLATIONS**

For camping pitches and camping pods we ask for a £30 deposit for each week booking and a deposit of £20 for a short break. For our self-catering accommodation the deposit required is £50 for each week's holiday and £30 for a short break. If you are booking a short break online you will be asked for a £30 deposit. The balance is due 4 weeks before your holiday commences, we do send a reminder. For any holiday where your arrival is within 4 weeks of arrival we ask for the full balance to be paid. The deposit you pay is non-refundable and if you have to cancel your holiday and you had paid the balance we would keep the balance for one year, in the hope that you can book another holiday within this time. After a year you will lose the balance. We can only accept a cancellation 21 days before your arrival date; if you cancel within 21 days of your arrival you will lose all your money. **We do recommend you take out holiday insurance.**

- **BOOKINGS MADE WITH VOUCHERS**

If you have made a booking using either a Virgin, Into the Blue, Buyagift or Activity Superstore voucher then once the dates have been booked they can only be changed by paying a £10 administration charge subject to the dates being available. The dates cannot be changed within 21 days of the original booking.

- **ARRIVALS & DEPARTURES**

Your self-catering accommodation is normally available from 4pm to 9pm on the day of arrival and must be vacated by 10am on the day of departure. Camping & touring pitches are available from 12pm to 9pm on the day of arrival and departure time is 11am. The camping pods and mega pods are available from 1pm to 9pm and the departure time is 11am. **PLEASE NOTE THAT THE LATEST CHECK IN TIME IS 9PM – this is out of courtesy to other guests and we do not have night time staff.**

- **GUESTS**

We are a quiet and peaceful holiday park and regret that, except in some circumstances, bookings cannot be accepted from single sex groups or young groups. The numbers of persons, including children and babies, occupying the

accommodation must not exceed the stated numbers of persons as shown and shall be exactly as stated on the booking. The accommodation and facilities shall be used only by the persons in the booking. We do ask for quiet from 11pm to 8am.

- **PRICES**

The price for the self-catering accommodation includes your electric and gas and water. For the camping pitches and pods the price includes free use of toilets, showers, dish washing and laundry facilities. All our prices are in pounds sterling and include VAT at 20% at time of printing and are subject to change if rates change before you make your payment. If new taxes or levies are introduced, we will re-invoice you accordingly.

- **SPECIAL REQUIREMENTS**

Please let us know if you have any special requirements when making your booking and we will do our best to accommodate your needs. Every effort will be made to allocate accommodation and touring pitches as requested, but this cannot be guaranteed. Special requirements cannot be made a condition of the booking as they are subject to availability. Please inform us of any changes to your needs prior to and during your stay.

- **TOURING, MOTORHOMES & TENTS**

Our pitches come in all different shapes and sizes. We need to know the size of your accommodation at the time of booking to ensure your allocated pitch is suitable. Please inform us of the measurements of your touring caravan, motorhome, camper van, tent, awning and gazebo. We allow one unit on each pitch.

- **ACCOMMODATION**

We are proud of our accommodation and the cleanliness and we ask that you leave it in a clean and tidy condition. You will be responsible for any loss, damage or breakages that may occur.

- **CHILDREN**

Children remain the responsibility of their parents or guardians at all times. Children over the age of 12 are allowed in the manor house games room. Due to the layout of the park and for safety reasons we cannot allow cycles, scooters or skateboards to be ridden on the park.

- **PETS**

We welcome dogs on the park – all we ask is that they are kept on a lead on the park at all times. All dogs are to be walked and toileted off the park and never left on their own in any unit of accommodation on the park. We provide dog bags and bins at the main entrance and side gate to the park.

- **PARK RULES**

Here at Langstone Manor Holiday Park we aim to provide a relaxed holiday and we make as few rules as possible. Those that do exist are for the benefit of all our guests

and therefore we ask you to abide by them. Langstone Manor Holiday Park reserves the right to refuse acceptance, or to terminate the visit of, any persons whose conduct is detrimental to the holiday parks or the comfort of other visitors. No refund shall be made.

- **PERSONAL DATA**

The information regarding your reservation will be stored on computer for the purpose of future distribution of our advertising material. For the purpose of the Data Protection Act 1984 once you have made a booking this confirms your agreement unless you inform us otherwise which you can do by phone on 01822-613371 or email [jane@langstonemanor.co.uk](mailto:jane@langstonemanor.co.uk).

- **LIABILITY**

We do not accept liability for any personal injury, loss or damage suffered by you or a member of your party, unless there is wilful default and negligence by our employees or us.

If you have any questions please give us a call or email;  
Phone 01822 613371. Email: [jane@langstonemanor.co.uk](mailto:jane@langstonemanor.co.uk)  
We hope you enjoy your stay with us!